

**U.S. Commercial Service**

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INTERNATIONAL PARTNER SEARCH SERVICE (IPS) PROGRAM STANDARDS

Objective:

The International Partner Search Service (IPS) provides you with a shortlist of prescreened business partners in Italy, who have examined your product or service materials and have expressed an interest in partnering with you. We will bring you in direct contact with potential agents, distributors, joint venture partners, licensees, and/or other contacts relevant to your business objectives in Italy---all without leaving your home office!

Price:

The cost of the IPS is \$790 per category of business partner with a delivery time of 30 business days. Subject to time available at post, Rush Service is available for an additional cost, to be mutually agreed with CS Italy. Credit card transactions are preferred, but other payment options, including electronic fund transfers, can be arranged.

International Partner Search Service Overview:

You will receive:

- ✧ Names and addresses, including e-mail and/or web sites, of prospective overseas companies or representatives;
- ✧ Name and title of the key contact person(s) at each overseas company and their telephone number, fax and email address and the language preferred for correspondence;
- ✧ Background and contact information on each potential partner, such as the size of the company, the number of years the company has been in business, its product or service lines, and after-sales services;
- ✧ The potential partner's opinion on the market for the client's product and/or service and the projected success of an agreement, licensing arrangement, joint venture, or other strategic partnership;
- ✧ The Commercial Service specialist's opinion on the potential partner's level of interest in the U.S. company, the overall suitability of the identified companies and/or representatives and the competition from local firms and/or from a third country, if any.

Delivery Time:

The IPS report will be delivered within the 30 business days from receipt of payment and of the requisite U.S. Company's information at the overseas Commercial Service office, preferably in electronic format. In the rare event that an overseas Commercial Service office cannot deliver the IPS report within 30 business days, that office will inform the client, the domestic Commercial Service office and headquarters, via email, of the reason for the delay and the proposed new date for delivery of the IPS report.

U. S. Commercial Service Responsibilities:

The domestic or overseas field office trade specialist receiving the request will ensure that you are export-ready (e.g., you must be ready to fill orders for its products or services in a reasonable timeframe).

- For expedited requests, the domestic trade specialist will obtain advance approval from the overseas Commercial Service office.
- For add-on-work, the domestic trade specialist will obtain advance approval from the overseas Commercial Service office and will inform you of all fees up-front.
- Before placing the order for the IPS, the trade specialist will counsel you regarding program logistics i. e., response time, preparation by host country vs. contractor and availability of service.
- Before placing the order for the IPS, the domestic trade specialist will contact the relevant overseas Commercial Service office to notify them of the request.

Client Responsibilities:

The most effective IPS results require substantial client involvement and follow-up. We strongly suggest that you work closely with your local Trade Specialist and the CS Commercial Specialist overseas to clearly outline the type of international partner that you believe will be most useful to your company and to establish an effective strategy for continuing communication with potential international partners. Your timely responses to email and/or other queries from the domestic or overseas specialists working on the IPS will ensure completion of the program within the promised time frame.

U. S. Commercial Service Quality Assurances:

A domestic and/or overseas trade specialist will serve as your primary point of contact, and give timely responses to all inquiries:

- The overseas commercial specialist receiving the request will immediately contact you to ensure that he/she has a complete understanding of your needs and expectations;
- The overseas commercial specialist responsible for preparing the IPS will thoroughly screen all overseas companies to ensure a match with your needs; and,
- The domestic or overseas trade specialist who takes the order will follow up with you to ensure satisfaction with the IPS, focusing on its relevance and results.

The U.S. Commercial Service guarantees all of its products and services. If you have any questions or concerns, we will work quickly and effectively to ensure that your satisfaction is our top priority.

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The U.S. Commercial Service Customer Care Hotline is available for you to call toll free Monday through Friday, 9:00 AM to 6:00 PM EST at 1-866-482-8111, or email at CSHotline@mail.doc.gov.